

CLAIMS

Therefore, at least the following is claimed:

1 1. A system to remotely access a service center, the system comprising:
2 at least one force management system;
3 at least one softswitch that transmits information to and receives information
4 from the at least one force management system; and
5 at least one service terminal at a remote location connected over an internet to
6 the at least one softswitch.

1 2. The system of claim 1, wherein the at least one softswitch has a
2 switching fabric for switching voice-over-IP telephone calls.

1 3. The system of claim 1, wherein the remote location is provided with
2 notice of an invitation to work as a service center agent.

1 4. The system of claim 1, wherein a virtual private network (VPN)
2 technology is used to provide security for access over the internet.

1 5. The system of claim 1, wherein the service center is a call center that
2 processes phone call service requests.

1 6. The system of claim 5, wherein the phone call service requests are
2 incoming phone calls.

1 7. The system of claim 1, wherein the information received by the at least
2 one softswitch from the at least one force management system is at least one
3 configuration change of the at least one softswitch to more efficiently handle service
4 requests.

1 8. The system of claim 7, wherein the at least one configuration change
2 adjusts at least one wait time statistic added to at least one statistic of a service request
3 in a queue.

1 9. The system of claim 7, wherein the at least one configuration change
2 adjusts a grouping of human service agents into at least one workforce.

1 10. A method of remotely accessing a service center, the method
2 comprising the steps of:
3 providing a connection between at least one force management system and at
4 least one softswitch;
5 transmitting information from the at least one softswitch to the at least one
6 force management system;
7 receiving information at the at least one softswitch from the at least one force
8 management system; and
9 providing a connection between at least one service terminal at a remote
10 location and the at least one softswitch over an internet.

1 11. The method of claim 10, wherein the at least one softswitch has a
2 switching fabric for switching voice-over-IP telephone calls.

1 12. The method of claim 10, wherein the remote location is provided with
2 notice of an invitation to work as a service center agent.

1 13. The method of claim 10, wherein a virtual private network (VPN)
2 technology is used to provide security for access over the internet.

1 14. The method of claim 10, wherein the service center is a call center that
2 processes phone call service requests.

1 15. The method of claim 14, wherein the phone call service requests are
2 incoming phone calls.

1 16. The method of claim 10, wherein the information received by the at
2 least one softswitch from the at least one force management system is at least one
3 configuration change of the at least one softswitch to more efficiently handle service
4 requests.

1 17. The method of claim 16, wherein the at least one configuration change
2 adjusts at least one wait time statistic added to at least one statistic of a service request
3 in a queue.

1 18. The method of claim 16, wherein the at least one configuration change
2 adjusts a grouping of human service agents into at least one workforce.

1 19. A method of remotely accessing a service center, the method
2 comprising the steps of:
3 providing a connection between at least one force management system and at
4 least one softswitch;
5 transmitting information from the at least one force management system to the
6 at least one softswitch;
7 receiving information at the at least one force management system from the at
8 least one softswitch; and
9 providing a connection between at least one service terminal at a remote
10 location and the at least one softswitch over an internet.

1 20. The method of claim 19, wherein the service center is a call center that
2 processes phone call service requests.